

## COMMISSION COMMENTS

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## POLICE OFFICER APPLICATIONS ACCEPTED SEPTEMBER 18 - OCTOBER 6, 2006

Have you ever considered a career in Law Enforcement? If so, the upcoming **Police Officer Examination** is the one for you! If you have a high school diploma or G.E.D., a valid and current driver's license, are a current United States citizen, and are at least 20 years of age, you meet the qualifications for the examination. Please submit your application to the Civil Service Commission between September 18, and October 6, 2006 on-line at [www.csc.columbus.gov](http://www.csc.columbus.gov), in person, or by mail at 750 Piedmont Road Columbus, Ohio 43224. Please be sure to submit your application, on-line or in person, no later than October 6, 2006! Mailed applications must be post-marked by October 6, and received by October 13, 2006.



*A police officer candidate performs sit-ups during the physical portion of the exam.*

test. Both the application packet and the website contain a great deal of information regarding the testing process, including dates for information sessions. Additionally, a study guide is provided to help prepare for the examination.

Prior police experience is NOT required, so if you are ready for a rewarding career that will provide life-long skills and continue to be a challenge, do not miss out on this opportunity! The Division of Police provides twenty-eight weeks in the training academy, plus field training with another seasoned officer, and continuing education and training throughout your career. This combination of training and experience will prepare you to uphold the law, and ensure the safety and rights of citizens are preserved. The rewards for this profession are immeasurable!!!

For more information on this position, call (614) 645-0800. You can also visit the Division of Police website at [www.columbuspolice.org](http://www.columbuspolice.org).

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**"Failure is only the opportunity to begin again more intelligently."**

**- Henry Ford**

# CIVIL SERVICE EXAMINATIONS

## Why do I have to take a Civil Service Examination?

The Ohio Constitution and the Charter of the City of Columbus give the Civil Service Commission the responsibility of maintaining a testing system. The Charter specifies that the competitive class includes all positions for which it is practicable to determine the merit and fitness of applicants by competitive examinations.

In practical terms, *merit and fitness* means identifying people who are best suited for a particular job. The idea is to hire people who will be able to do the job well. In fact, the City of Columbus is no different from private companies. Every employer wants workers who can do a good job.

There are several ways to identify good workers. When private companies hire, they ask applicants what kind of work they have done in the past and how they would perform the relevant job duties. They also look at resumes and school records. Sometimes they give tests.

Through civil service examinations, government agencies do many of the same things that private companies do when they hire.

All civil service examinations include one or more tests which are designed to determine how candidates would perform on the job. *Written* and *oral tests* present candidates with questions and problems that cover critical abilities needed in the job. *Training and Experience Evaluations* consist of a detailed look at the education, training and experience of job candidates. *Performance exams* measure certain skills, like typing or operating equipment.

Each examination is based on the position to be filled. The major difference between examinations and other ways of hiring is that an examination uses a formal rating scale or system that is as fair and objective as possible. Each candidate answers the same questions and/or performs the same task. In any test, all candidates receive a score (rating) based on the same factors. This ensures that everyone has a fair chance to get a job, and it helps the City of Columbus find the people best suited for the available jobs. This is the *why* behind examinations.

## What happens after I take a Civil Service exam?

Once you have taken an exam, you will be notified of the test results by mail. Most of the Commission's open competitive exams use the *grade banding* or *score banding* method. Grade banding is a method of grouping scores within a band. Currently, the most commonly used method of banding is the 10-point fixed band method.

## 10-Point Band Breakdown:

A score of 90 or greater = 90 band

A score of 80 through 89 = 80 band

A score of 70 through 79 = 70 band

The names of individuals who pass the exam are placed in band order on an *eligible list*. The eligible list will be used to provide hiring departments with names of candidates so that they can fill vacancies. Names remain on an eligible list for two years unless the list is replaced.

Candidates are considered according to their grade band. Those within the highest score band are considered for a vacancy first.

If a City agency wants to fill a vacancy and your name is on the eligible list in the highest group of scores being considered, you will receive a Notice of Certification from the Civil Service Commission office. Since other candidates may be notified as well, you may want to send a cover letter and resume to the hiring agency that is listed on the notice to provide more information about your experience, education and/or training.

If you are selected for consideration for the vacancy, you will be contacted directly by the City agency that has the vacancy and informed of the next steps in the interviewing process. Remember that the eligible list will be used for hiring for two years. It is very important that you update your address and phone number with the Commission if you move during that two year period.

## What is a performance exam?

Many Civil Service examinations include a performance exam component. In performance exams, candidates are asked to perform specific tasks that are critical to the job and typical of those that workers will be expected to perform on the job. The relationship between the examination and the job is usually very clear because the test tends to "look like" the job. The exams are job specific to each classification or set of similar classifications. Performance exams are usually only one component in a multi-phase exam process. For example, many times candidates are required to take a multiple-choice or some sort of written exam in addition to the performance exam. The scoring of these exams is generally based upon preset criteria and is often pass/fail; that is, test takers must meet a minimum requirement in order to pass.

The following is a partial listing of City jobs for which the exam includes a performance component:

(continued on next page)



*A portion of the Refuse Collection Vehicle Operator Performance Exam*

*(continued from previous page)*

*Office Assistant I/II/III, and Fiscal Assistant I/II:* Computer simulation exam, testing skills in Microsoft Word, Excel and Outlook.

*311 Service Representative I and Customer Service Representative I:* Call center/customer service simulation exam.

*Refuse Collection Vehicle Operator:* Exam of driving through an obstacle course using refuse collection vehicles.

*Police Officer and Firefighter:* Physical exams.

*Automotive Tire Repairer, Automotive Body and Automotive Mechanic Series:* Exam testing skills in tire, auto body, or vehicle repair.

*Equipment Operator I and II, Excavator:* Driving/equipment operation exam.

*Locksmith:* Exam testing skill in lock repair and maintenance.

Performance exams are used as a component for many different types of exams. If you would like to know if the job in which you are interested requires a performance exam, refer to the exam announcement at the time of application. The announcement lists the exam type (or types) and provides contact information if you have further questions. For a complete listing of jobs for which applications are currently being accepted, log on to the Civil Service Commission's website at [www.csc.columbus.gov](http://www.csc.columbus.gov), or visit the Commission offices Monday, Wednesday, or Thursday 9:00 a.m. to 4:00 p.m., at 50 West Gay Street, room 600.

## WEBSITE HIGHLIGHTS

The Civil Service Commission's forms are available on our website at [www.csc.columbus.gov](http://www.csc.columbus.gov) under "Public Forms" on the left side of our home page. Two forms are available for electronic submission: the *Change of Personal Information – Change of Address* form and the *Job Interest* form. These forms are located at the top of the list of forms on the website. Simply click on the link, fill in the information, and click submit. This data is downloaded daily from the website to update our database. The *Job Interest* form puts you on our mailing list for up to ten jobs that are of interest to you, which allows you to receive notices of examinations and job vacancies by mail. Your name stays on the mailing list for six months.

Other frequently requested forms are available on the "Public Forms" page as well, however, these forms must be printed out and mailed or sent by facsimile to our office. The *Request for Public Accommodation in Testing* form can be used to request a different test date due to military deployment or other previously scheduled commitment. These requests will be reviewed by Commission personnel and will be granted if the number of test dates or type of testing allow for this type of accommodation. This accommodation request form can be used for special needs at an exam due to temporary disability but is not to be used to request accommodations due to a permanent disability covered by the Americans with Disabilities Act (ADA). The *Request for Public Accommodation (ADA Step*

*I and Step II)* forms should be used for persons with disabilities requesting some type of accommodation for an exam. This process requires certification by a medical professional.

The Commission also accepts applications for examinations and job vacancies through our website. To view job postings on the website, click on "Job Openings" on the left side of our home page. For all positions, you can select a link to job class information to look at the classification specification (description of duties). For competitive (tested) positions you can review the exam announcement, and click "Apply Online" to submit an application. Be sure to print out your confirmation number that will appear on your screen after you click on the submit box. This should be kept for your records to show that your application was submitted. For noncompetitive (non-tested) positions, you can look at the vacancy information page which lists the number of vacancies, the department and/or division, the pay range and the minimum qualifications. To apply, click on "Applicant Response Form" and complete the form. You may also cut and paste a resume at the bottom of the form and click submit to send the form by e-mail to the agency's human resources professional.

Please visit [www.csc.columbus.gov](http://www.csc.columbus.gov) to view the information described in this article and many other features.

## Civil Service Commission

Email: [CivilService@columbus.gov](mailto:CivilService@columbus.gov)

50 West Gay Street, Room 500  
Columbus, Ohio 43215-9038  
Phone: 614-645-8300  
Fax: 614-645-8379

Piedmont Testing Center  
750 Piedmont Road  
Columbus, Ohio 43224-3266  
Phone: 614-645-0800  
Fax: 614-645-0866

[www.csc.columbus.gov](http://www.csc.columbus.gov)

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## MEET COMMISSION EMPLOYEE JOEY FABER



Not all employees of the Civil Service Commission are involved in creating or administering civil service exams, maintaining the City's class plan, or processing personnel transactions. As a Fiscal Assistant II with the Civil Service Commission, Joey Faber is responsible for the Commission's purchasing, budget, payroll and personnel. Joey recently accepted this position after working as an Executive Secretary with the Commission for seven years. Joey is also on the *Commission Comments* committee and is responsible for layout and design of this quarterly newsletter, as well as writing articles. Joey has worked for several different City agencies since she began her career with the City of Columbus in 1995, including the Division of Income Tax, the Equal Business Opportunity Commission Office, and the Division of Sewerage and Drainage. Joey enjoys facing new challenges and believes that with her experience, she is getting a well-rounded education about how the City operates.

Born and raised in Columbus, Joey has a twenty year-old daughter. Away from work, she enjoys reading, gardening and playing with her dog. She has also become hooked on karaoke and of her singing ability, Joey says "nobody has thrown rotten vegetables at me yet!"

## WELCOME NEW EMPLOYEES!

The Civil Service Commission has hired 3 new employees this summer. Kelly Harrier was hired in July in the Classification Unit as an Office Assistant II, Angie Bowman was hired in August as an Executive Secretary I in the Administration Unit, and Annette Bigham was hired in September as an Office Assistant II in the Testing Resource Center. Welcome Kelly, Angie, and Annette - we're happy to have you on our team!